



THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No. : 09/737,274 Confirmation No.: 7901
Applicant : L. MICHAEL MARITZEN ET AL.
Title : AUTOMATED USAGE-INDEPENDENT AND LOCATION-
INDEPENDENT AGENT-BASED INCENTIVE METHOD AND
SYSTEM FOR CUSTOMER RETENTION
Filed : DECEMBER 12, 2000
TC/A.U. : 3621
Examiner : ELISCA, PIERRE E.
Docket No. : SON5180.02A
Cust. No. : 36813

**Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22213-1450**

AMENDMENT

Dear Sir:

This communication is in response to the Office Action mailed July 30, 2004 and the Advisory Action mailed on 10/18/2004.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.